In the Claims:

Please amend the claims as follows:

1. (currently amended) A method to carry out at least one of retrieving or accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in one of said control systems, the method comprising:

selecting by a maintenance user using a hand-held or wearable portable computing device one of said equipment, plant or process,

configuring a software entity recorded on a computer readable medium with an identity of the selected equipment, plant or process, the software entity comprising links to information regarding all equipment, plant, process monitored and controlled by the control systems,

retrieving information associated with said selected equipment, plant or process with the configured software entity, the information comprising maintenance information, technical information, and contact information for ~~people knowledgeable~~ internal users having technical knowledge about the selected equipment, plant or process,

presenting or displaying on said portable computing device at least information about a new event or an alarm for said selected device ~~and/or the~~ and a location of said equipment, plant or process to ~~a user, and~~ the maintenance user,

utilizing by the maintenance user the information to address the new event or alarm, and

contacting the internal users about the selected equipment, plant or process if the

maintenance user cannot address the new event or alarm with the retrieved information.

2. (cancelled)

3. (currently amended) The method according to claim ~~2,~~ 1, further comprising:

assigning the new event or alarm for said equipment, plant or process to ~~an internal~~ a maintenance user.

4. (currently amended) The method according to claim ~~2,~~ 1, further comprising:

retrieving an address for an external user or expert and presenting the address to the ~~internal~~ maintenance user.

5. (currently amended) The method according to claim 4, further comprising:

establishing contact between the external user or expert and the ~~internal~~ maintenance user.

6. (currently amended) The method according to claim 4, further comprising:

establishing a shared display or shared computer application contact between the external user or expert and the ~~internal~~ maintenance user.

7. (previously amended) The method according to claim 1, further comprising:

configuring a selected technical characteristic of the selected said equipment, plant or process with an indicator of a high, medium or low priority for returning the selected said

equipment, plant or process to a normal state.

8. (currently amended) The method according to claim 1, further comprising:

configuring a technical information link of component of a said equipment, plant or process with an identity of ~~a user~~ an internal user with access to relevant technical information.

9. (currently amended) The method according to claim 8, further comprising:

configuring said equipment, plant or process with an identity of ~~a user~~ the internal user with dependent on information recorded in the internal user profile.

10. (currently amended) The method according to claim 8, further comprising:

configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the internal user profile classified by any from the list of: responsibility, training, certified qualification, work experience.

11. (currently amended) The method according to claim 1, further comprising:

attaching a user observation to the retrieved information associated with said equipment, plant or process as any ~~form~~ from the list of: a text message, a video clip, a photograph, sketch, sound recording.

12. (currently amended) The method according to claim 1, further comprising:

carrying out a repair, re-configure, re-programming or replacement of a faulty part of said equipment, plant or process based at least in part on technical information associated with said

equipment, plant or process retrieved and/or presented ~~by means of~~ utilizing the software entity.

13. (currently amended) A computer program product for at least one of retrieving or accessing information about an equipment, plant or process, comprising:

a computer readable medium; and

computer code means and/or software code portions recorded on the computer readable medium ~~which when run on~~ and executable by a computer or processor ~~will make said computer or processor~~ to perform the steps of

selecting by a maintenance user using a hand-held or wearable portable computing device one of said equipment, plant or process,

configuring a software entity recorded on a computer readable medium with an identity of the selected equipment, plant or process, the software entity comprising links to information regarding all equipment, plant, process monitored and controlled by the control systems,

retrieving information associated with said selected equipment, plant or process with the configured software entity, the information comprising maintenance information, technical information, and contact information for ~~people knowledgeable~~ internal users having technical knowledge about the selected equipment, plant or process,

presenting or displaying on said portable computing device at least information about a new event or an alarm for said selected device ~~and/or the~~ and a location of said equipment, plant or process to ~~a user, and~~ the maintenance user,

utilizing by the maintenance user the information to address the new event or alarm, and

contacting the internal users about the selected equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information.

14. (cancelled)

15. (currently amended) A software architecture recorded on a computer readable medium for retrieving and accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, said architecture comprising at least one public interface, that a software entity of said architecture comprises

means to configure an interface of a software entity representing characteristics of one or more components of said equipment, plant or process,

means on a portable hand-held or wearable computing device to select one of the equipment, plant or process,

means to access or retrieve an interface to access information about a known component in said equipment, plant or process, the information comprising maintenance information, technical information, and contact information for ~~people knowledgeable~~ internal users having technical knowledge about the selected equipment, plant or process,

a display on a portable computing device for displaying at least information about a new event or an alarm for said selected device ~~and/or the~~ and a location of said equipment, plant or process about to a maintenance user, ~~and~~

means for utilizing by the maintenance user the information to address the new event or alarm, and

means to contact the internal users about the selected equipment, plant or process if the

maintenance user cannot address the new event or alarm with the retrieved information.

16. (currently amended) The software architecture according to claim 15, further comprising:

means to retrieve a unique ID or address for a workstation or similar of ~~a user with access to relevant technical information~~ the internal users.

17. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for ~~a local user with access to relevant technical information~~ the internal users.

18. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for a remote or external user with access to relevant technical information.

19. (currently amended) A control system for an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, the control system comprising:

one or more software entities for selecting one of equipment, plant or process, and retrieving and presenting to a maintenance user information associated with said equipment,

plant or process, the software entities comprising links to information regarding all equipment, plant, process monitored and controlled by the control systems, wherein at least one of the software entities for selecting is provided on a hand-held or wearable portable computing device,

means for configuring the one or more software entities with an identity of the selected equipment, plant or process, the information comprising maintenance information, technical information, and contact information for ~~people knowledgeable~~ internal users having technical knowledge about the selected equipment, plant or process, ~~and~~

means to assign a maintenance or other action as a response to a new alarm or event to ~~a user~~ the maintenance user and to display on the portable computing device the information about the maintenance or other action as a response to a new alarm or event, and

means to contact the internal users about the selected equipment, plant or process if the maintenance user cannot address the new event or alarm with the retrieved information.

20. (cancelled)

21. (previously presented) The method according to claim 1, wherein the maintenance information comprises at least one of service history or service documentation.

22. (previously presented) The method according to claim 1, wherein the information further comprises system data, user data, object data, technical information, specification, supplier information; a user knowledgeable about the selected equipment, plant, or process; a user responsible the selected equipment, plant, or process; users trained about the selected

equipment, plant, or process; technical drawings of the selected equipment, plant, or process; contact information regarding users of the selected equipment, plant, or process; or safety information regarding the selected equipment, plant, or process.

23. (cancelled)